

January 11, 2010

Charles Terreni, Chief Clerk and Administrator Public Service Commission of SC 101 Executive Center Drive, Suite 100 Columbia, SC 29210

C. Dukes Scott, Executive Director SC Office of Regulatory Staff 1401 Main St. Suite 900 Columbia, SC 29201

Re: Quarterly Quality of Service Reports, 2009-4th Quarter

Hargray Telephone Co., Inc.; Bluffton Telephone Co., Inc; & Hargray, Inc.

Dear Public Service Commission:

Enclosed, please find the Quarterly Quality of Service Reports for the above referenced Company's.

We feel the information contained herein is market specific competitive information, and request the enclosed "trade secret" version be kept confidential and not available for public inspection. Accordingly, we have enclosed a "public disclosure" document of this report.

Should you have any questions or concerns regarding this information, please contact the undersigned directly at (843) 686-1256.

Sincerely,

Cissy Zareva

Regulatory Assistant

Hargray Communications Group, Inc.

Enclosure(s)

PUBLIC DISCLOSLIRE

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHONE COMPANY		
DUARTER / YEARQ4 / 2	2009	
Reporting Month	→ OCTOBER NOV	VEMBER DECEMBER
Number of Customer Access Lines Provide	ed:	
via Resale	→ _	
via UNE-P	→ _	
via Other Methods	→	
Total Line Count	→ _	·
<u>Γrouble Reports / Access Line (%</u> Objective: <7%	→	_
<u>Customer Out of Service Clearing Times(</u> (Objective: > 85% w/in 24 hrs)	→	<u>)</u>
New Installs Completed w/in 5 Days(6) (Objective: > 85% w/in 5 working day	→	2
Commitments Fulfilled(Objective: >85%	→	<u>%</u>
Explanation for Objectives Not Met:		
Does your company use its own switching to provide services within South Carol	facilities ina?	NO [
Person Making Report / Contact Information:		